San Diego County Sheriff's Department

Post Office Box 939062 • San Diego, California 92193-9062

William D. Gore, Sheriff

September 3, 2019

Alfred Ng
C/O MuckRock News
Dept MR 79206
411A Highland Ave.
Somerville, MA 02144-2516

79206-16374188@requests.muckrock.com

VIA EMAIL AND U.S. MAIL

Dear Mr. Ng:

The San Diego County Sheriff's Department is in receipt of your request dated and received August 23, 2019, requesting records and information pursuant to the California Public Records Act (CPRA). Specifically you request:

> *"Email communications between Raymond Pollum, Ring's head of law enforcement partnerships, and your police department. We are also seeking any emails among the police department related to Ring and the Neighbors app. We are requesting emails from 2017 to the present date."*

The San Diego County Sheriff's Department employs over 4,000 individuals. A request such as this one, which seeks records of communication "among the police department related to Ring and the Neighbors app" would be an overly burdensome task that would likely support a denial pursuant to Government Code section 6255. The Sheriff's Department undertook a targeted inquiry which focused on those individuals who had communication with Raymond Pollum and Ring LLC regarding the Neighbors application.

The Sheriff's Department attached responsive emails, "Emails," containing communications between the Sheriff's Department and Ring LLC. Pursuant to California Government Code section 6255, the Sheriff's Department redacted the phone numbers, and email addresses of members of the public. The public interest served by releasing personal information of members of the public is substantially outweighed by the individual privacy interest of the member of the public. Additionally, the Sheriff's Department redacted the meeting identification password. Further, the Sheriff's Department redacted employees' phone numbers. Please contact the Sheriff's Department to contact a specific employee.

The draft Memorandum of Understanding referenced in the emails is exempt pursuant to California Government Code section 6254(a) and 6255. This draft document does not reflect the finalized version of the Memorandum of Understanding, and is not retained by the public agency in the ordinary course of business. The public interest in the release of a draft document is

Keeping the Peace Since 1850

outweighed by the public interest served by non-disclosure. During the drafting process, a public agency has the ability to change the wording and terms before distributing the final product. The Sheriff's Department is providing the finalized "Memorandum of Understanding."

Additionally, records of a law enforcement investigation, or any investigatory or security files compiled by a law enforcement agency are exempt from disclosure. Cal. Gov't. Code § 6254(f); *Haynie v. Superior Court* (2011) 26 Cal. 4th 1061, 1071-72.

Further, documents protected by Attorney-Client privilege and/or the Attorney Work Product doctrine are exempt pursuant to California Government Code section 6254(k).

Lastly, copyrighted training documents provided by Ring are prohibited from release pursuant to California Government Code section 6254(k). Please contact the Sheriff's Department if you would like to set up a time to view these documents.

Sincerely,

WILLIAM D. GORE, Sheriff

Amanda M. Lomnicky, Legal Advisor
Office of the Sheriff – Legal Affairs Unit

ring

Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this 12th day of February, 2019 by and between Ring LLC ("Ring") and San Diego County Sheriffs Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make San Diego County (County) neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).

- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.

- As part of the program, Agency may:

  o Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and

  o Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to County residents free of charge.

- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release
The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term
Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use
Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Indemnification

Ring hereby agrees to indemnify, defend, and hold the Agency harmless from any and all third-party claims, demands, costs, liabilities, losses, expenses and damages (including reasonable attorneys' fees, costs, and expert witness fees) arising out of or in connection with a breach by Ring of any of its representations, warranties or covenants set forth in this agreement, but in no event shall the total indemnification paid by Ring under this clause exceed $100,000.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: 2/21/2019

By: _August Cziment_

Name: August Cziment

Title: Director of Operations

Agency San Diego County Sheriff's Department

Date: 2/27/19

By: William D. Gore

Name: _William D. Gore_

Title: Sheriff

From:	Andrea Han ███████████
Sent:	Tuesday, April 16, 2019 5:12 PM
Cc:	Price, Eric; Roos, Daniel; Silva, Michael; Estolano, Briana; Do, Viet; Brown, Monica; Dominguez, Reynaldo; Jordan, Brent; Clark, Heather; Cabral, Anette; Julian, Andy; Brown, Darcie; Harr, Jessica; Sobczak, Evan; MacLeod, Jacob; Odell, Kimberly; Franco, Christian; Macias, Abraham; Krawczyk, David; Babcock, Eric; Stalzer Jr., Frank; Mireles, Anthony; Ritt, Aaron M.; Santos Jr., James; Caporaso, Jessica; Boer, Aaron; Smith, David; Mendiola, Lance; Prickett, Dwayne; Adams, Theresa
Subject:	Welcome to Portal

Greetings,

Thank you for joining Ring's training session of Neighbors Portal today! You should've received an email from no-reply@ring.com by now with subject line *"You've been invited to join Ring Neighbors Portal"*. Follow the steps below to begin using Portal.

Create an Account
*Please use Chrome. Internet Explorer is not compatible.
1. Check your inbox for an email from no-reply@ring.com
2. Click the Join Portal button
3. Follow the prompts to create your account
4. Bookmark https://nw.ring.com/ for quick, easy access to Neighbors Portal

Next Steps
1. **Make a Comment.** The initial three months of the partnership will set the tone for SDSD's relationship with civilians on Portal. This is why it's crucial to start posting and commenting immediately. The civilian nature on the Neighbors App is real time so the best practice towards a successful agency and civilian relationship is responding **frequently** and in **real time.** Here's a list of canned comments and examples from our most successful agency partners that you can use to copy and paste from when responding to posts: >>Portal Comments<<.
2. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use, whether they own a home surveillance system or not.
3. **Ask Your Community to Join Neighbors.** Portal grows in value with each resident that downloads the Neighbors app. They can download the app directly at https://download.ring.com/westminster or by texting **"staysafe"** to 555888.

References
1. Portal Resource Center

Law Enforcement Discount on Ring Devices
    Get **$50 off*** (per device) on our doorbells, security cameras, and alarm system when you use discount code **NBSDSHERIFF** on Ring.com and check out using your @sdsheriff.org email address.
        *Discount excludes the $99 Video Doorbell Classic and is not applicable to bundles or accessories.

1

Lastly if you have a free moment, please click <u>here</u> to take a quick 2 minute survey on today's training. Please let me know if you have any questions at all and feel free to reach out directly if you need anything in the future!

Best,
Andrea Han

--

Andrea Han
Partner Success Manager
c: █████████

---

ring

1523 26th St.
Santa Monica, CA 90404
<u>www.ring.com</u>

<u>Download the Neighbors App.</u>
Join the new neighborhood watch.

<u>See our agency success stories</u>

Lomnicky, Amanda

From:	Andrea Han ▮▮▮▮▮▮▮▮▮
Sent:	Tuesday, April 16, 2019 7:29 AM
To:	Spotts, Dean
Cc:	Adams, Theresa; Jordan, Brent
Subject:	Re: Portal User Setup.xlsx

Thank you, Dean. The two sender email addresses are:

videorequest@ring.com
no-reply@ring.com

In regards to these sender emails, we're receiving errors for these 4 users of Portal:
george.calberon@sdsheriff.org
james.emlojr@sdsheriff.org
anettecabral@sdsheriff.org
marcial.opez@sdsheriff.org

I uploaded this info based on the sign-in sheet during our last in person meeting with Comd. Adams. Can you please check the email addresses for accuracy? At least one of them appears to be misspelled, but I don't want to make assumptions.

On Mon, Apr 15, 2019 at 3:31 PM Spotts, Dean <Dean.Spotts@sdsheriff.org> wrote:

Hi Theresa

They've been added to our IP profiling filter. Can we have them test again please? Also, can we get the address used to send out the emails in question? I did a quick check over the past couple of weeks and the few @ring.com emails I show were delivered.

Thanks

Dean

Dean Spotts
Supervising Information Technology Engineer

Infrastructure Services - Data Services Division

County of San Diego Sheriff's Department

9045 Balboa Ave., S-O313, San Diego, CA 92123
☎ Desk: ▮▮▮▮▮▮▮ 📱 Cell: ▮▮▮▮▮▮▮

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From: Adams, Theresa <Theresa.Adams@sdsheriff.org>
Sent: Monday, April 15, 2019 6:32 AM
To: Spotts, Dean <Dean.Spotts@sdsheriff.org>
Subject: Fwd: Portal User Setup.xlsx

Can you help with this?

Sent from my iPad

Begin forwarded message:

> **From:** Andrea Han <███████>
> **Date:** April 12, 2019 at 4:10:55 PM PDT
> **To:** "Adams, Theresa" <Theresa.Adams@sdsheriff.org>
> **Cc:** "Jordan, Brent" <Brent.Jordan@sdsheriff.org>
> **Subject: Re: Portal User Setup.xlsx**
>
> Also, my product team just alerted me that our notification emails are getting bounced back
> from all @sdsheriff.org email addresses. Could you please connect me to your IT person so we
> can discuss how to whitelist our IP addresses? The two addresses are:
>
>
> **168.245.109.206**
> **168.245.109.223**
>
>
> On Fri, Apr 12, 2019 at 3:20 PM Andrea Han <███████> wrote:
>
> This is great, thank you, Comd. Adam!
>
>
> Hi Brent, It's great to e-meet you. Could you please provide your cell # in case I need to
> contact you the day of the Onboarding? I know the room booked is Ridgehaven Training room
> 3. What's the address of this building? Two Ring team members will also be joining me.

On Fri, Apr 12, 2019 at 2:40 PM Adams, Theresa <Theresa.Adams@sdsheriff.org> wrote:

Andrea,

Sorry about the delay in getting this to you, as I know you wanted it by the 9th. I am still waiting on some names but here is the bulk of them for each of the sessions. Each person on this list should be a user only with the ability to post and request video. The administrators should be Brent Jordan, Annette Cabral and myself.

I will not be here for the April 16th meeting, but my Crime Analysis Manager will be here to make sure you get what you need. I have cc'd him as well.

Thanks,
Theresa

--

Thanks,

Andrea Han

Partner Success Manager
c: ████████
_____

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Santa Monica, CA 90404
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--

Thanks,

Andrea Han

Partner Success Manager
c ████████████

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--

Thanks,

Andrea Han

Partner Success Manager
c: ███████

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From:	Andrea Han <▮▮▮▮▮▮▮>
Sent:	Monday, April 15, 2019 10:13 AM
Cc:	Kakkad, Ashish
Subject:	Re: Portal User Setup.xlsx

Thanks for the intro, Brent (everyone else to bcc)

Hi Ashish,

Are you available for a quick phone call to discuss this issue today, before tomorrow's in person training? If so, can you please share the best phone number to reach you?

On Fri, Apr 12, 2019 at 8:51 PM Jordan, Brent <Brent.Jordan@sdsheriff.org> wrote:
> Hi Andrea,
> Nice to meet you as well, my cell phone is ▮▮▮▮▮▮▮
>
> The location is Sheriff's Administrative Center 9621 Ridgehaven ct San Diego,ca 92123
>
> I have also CC'ed Ashish "Yosh" Kakkad, I believe he may be able to help us with the email issue.
>
> Sent from my iPhone
>
> On Apr 12, 2019, at 4:11 PM, Andrea Han <▮▮▮▮▮▮▮> wrote:
>
>> Also, my product team just alerted me that our notification emails are getting bounced back from all @sdsheriff.org email addresses. Could you please connect me to your IT person so we can discuss how to whitelist our IP addresses? The two addresses are:
>>
>> **168.245.109.206**
>> **168.245.109.223**
>>
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>>> This is great, thank you, Comd. Adam!
>>>
>>> Hi Brent, It's great to e-meet you. Could you please provide your cell # in case I need to contact you the day of the Onboarding? I know the room booked is Ridgehaven Training room 3. What's the address of this building? Two Ring team members will also be joining me.
>>>
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>>>> Andrea,
>>>>
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From:	Andrea Han < ▬▬▬▬▬▬ >
Sent:	Friday, April 12, 2019 4:11 PM
To:	Adams, Theresa
Cc:	Jordan, Brent
Subject:	Re: Portal User Setup.xlsx

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I will not be here for the April 16th meeting, but my Crime Analysis Manager will be here to make sure you get what you need. I have cc'd him as well.

Thanks,
Theresa

--
Thanks,

Andrea Han
Partner Success Manager
c: ▬▬▬▬

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--
Thanks,

Andrea Han

Partner Success Manager
c: ████████

---

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2

From:	Andrea Han ⟨███████⟩
Sent:	Tuesday, March 26, 2019 8:52 AM
To:	Raymond Pollum
Cc:	Adams, Theresa
Subject:	Re: Ring Onboarding - Wednesday March 27th - SDCSD

Thanks for the intro, Ray.

Hi Commander Adams,
It's an honor to e-meet you. I'm looking forward to meet you in person tomorrow for our 1pm POC Onboarding. The POC Onboarding will last for 1 hour but I'd like to go early and set up the IT (hook up my Mac laptop, connect to the project, check the sound, etc).

Would you be able to book a room from 12:30pm-2:30pm?

On Mon, Mar 25, 2019 at 5:57 PM Raymond Pollum ⟨███████████⟩ wrote:
Commander Adams, Confirming Ring will be onsite at your facility on Wednesday at 1:00pm. As mentioned on our call, the purpose of this meeting will be to train the San Diego County Sheriff's Department on Rings LE Neighbors portal.

I want to explain the onboarding process and also introduce Andrea Han, SDCSD account manager, who will manage the training and the ongoing support for SDCSD going forward. Andrea is one of most senior account managers and will be an incredible resource for you and your colleagues as you ramp up your use of Portal.

The onboarding process is comprised of two parts:

1) POC Onboarding: Wednesday's session is focused on training key stakeholders. These stakeholders (defined below) will be provided logins to access portal. Then, during the training, Andrea will walk each one through how he/she, in his/her capacity, will use portal. This will include use case and best practices.

2) General Onboarding: Within 30 days of the initial onboarding, Andrea will schedule a second in-person training class to be conducted at your facility. The stakeholders who are trained during the initial onboarding will determine the audience for the general onboarding. While we don't limit the number of people who can attend the general onboarding, we've found that allowing the stakeholders to select an audience has proven effective in gathering the appropriate personnel.

Following are the stakeholders who are required to attend the initial training (with the caveat that some roles may be filled by the same person):

- **Investigative Leads** - will be trained on the investigative tools, including the video request feature, within Portal.
- **PIOs** - will lead the partnership announcement efforts that include a public press release that describes your participation in Neighbors.
- **Social Media** - will be in charge of Portal social media efforts
- **Community Outreach/HOA** - will lead Portal HOA and crime & safety groups programs that we offer

- **Catch All role** - will have the ability to comment on posted videos (suspicious activity, criminal acts, safety concerns, etc). Usually these roles are held by detectives, Community Resource Officers, SROs, right up to the Chief of Police.

Andrea will be onsite to conduct the initial training on Wednesday, March 27th at 1:00pm. She will be reaching out to you tomorrow to confirm address, attendee's, etc. If you need to reach her in the meantime, her contact information follows:

Andrea Han, Partner Success Manager
Phone: ███████
Email: on copy

Thank you again for your support on this project. I look forward to hearing success stories from San Diego as we work to reduce crime in the community.

Regards, Ray

--

Raymond Pollum
Head of Law Enforcement Partnerships

ring

1523 26th St
Santa Monica, CA 90404

████████ Mobile

As seen on:
Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor
Time Magazine's Top 10 Gadgets
The Truth About Daytime Burglaries
TechCrunch Product Review
ABC's Shark Tank (password: doorbot)
Ring Partners With LAPD To Reduce Crime In Wilshire Park

--

Thanks,

Andrea Han
Partner Success Manager

ring

Cell ███████
Orlando Police to use Ring doorbell security systems to fight crime
New Technology-Based Security System Replacing Neighborhood Crime Watch

View more agency success stories under "Share" in the new Neighbors Portal Resource Center

2

From:	Raymond Pollum ◄ ▮▮▮▮▮▮▮▮▮▮▮ ►
Sent:	Tuesday, February 12, 2019 6:41 AM
To:	Adams, Theresa
Subject:	Re: FW: indemnity clause
Attachments:	Ring MOU - SDCSD 2019.docx

Good Morning Commander, Strange on the call thing. I was in flight, so maybe a T-Mobile issue. Thanks for confirming.

Regarding the MOU, I've attached a new MOU, but wanted to explain what/why it has changed:

The attached MOU was released on January 1, 2019 to address a few issues with the previous version. First, we removed the reference to your requirement to provide CAD data. Ring can pull this information from publicly available sources so the clause is moot.

We also removed reference to the initial camera donation / continuing donation based on app download clause. This is an ongoing internal discussion with Ring/Amazon legal and compliance teams. Until it gets resolved (possibly by working with a local non-profit), we are leaving it out of the MOU. If/when restored, we will circle back with an addendum and allow you to choose whether or not to participate in that specific program.

We've also cleaned up the MOU up by removing marketing type language to make it more concise and material.

And last, I've inserted Ring acceptable indemnification language per our previous conversation/email exchange.

Hopefully these changes will be welcome. If you do have questions though, please feel free to call (which I'll acknowledge immediately).

Thanks again. Hope to be working with you soon.

Ray

--
Raymond Pollum
Vice President of Neighborhood Sales

ring

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Santa Monica, CA 90404

▮▮▮▮▮▮ Mobile

As seen on:
Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor
Time Magazine's Top 10 Gadgets
The Truth About Daytime Burglaries
TechCrunch Product Review

1

ABC's Shark Tank (password: doorbot)
Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Mon, Feb 11, 2019 at 6:34 PM Adams, Theresa <Theresa.Adams@sdsheriff.org> wrote:

Yes, That is the number I left a message with. It was 12:22 hours CA time. I was hoping to get a copy of the MOU with all the final edits. I am pushing through the indemnity clauses you sent. I can speak more to it in person. I was hoping to get this to the Sheriff before the week ends.

I was supposed to go the DC Intel meeting but could not make it. One of our Captains Amy Brown is supposed to be there on behalf of the Sheriff.

Thanks,

Theresa

From: Raymond Pollum ◄███████████████►
Sent: Monday, February 11, 2019 2:52 PM
To: Adams, Theresa <Theresa.Adams@sdsheriff.org>
Subject: Re: FW: indemnity clause

Commander Adams, I didn't receive a voice mail from you (or a missed call). Making sure you have the right number at ███████. Also, I'm at the Major County Sheriffs Conference in DC this week. Is San Diego represented here? Let me know.

Thank you. Ray

--

Raymond Pollum

Vice President of Neighborhood Sales

ring

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Santa Monica, CA 90404

███████

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Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Mon, Feb 11, 2019 at 12:26 PM Adams, Theresa <Theresa.Adams@sdsheriff.org> wrote:

I left you a VM.

Thanks,

Theresa

From: Raymond Pollum < ███████████████ >
Sent: Tuesday, February 05, 2019 11:40 AM
To: Adams, Theresa <Theresa.Adams@sdsheriff.org>
Subject: Re: FW: indemnity clause

Commander, Wanted to alert you to a call I had on Friday with someone attached to your CATCH program. I provided a quick overview to one of the task force members (and also a Deputy District Attorney as well). They heard of the Portal service from some folks I'm working with at Pomona Police Department.

I didn't want you to be caught off guard, so thought it best to share. If you need contact info let me know. If you have any updates for me, would appreciate that too!

Thanks. Hope all is well.

Ray

--

Raymond Pollum

Vice President of Neighborhood Sales

ring

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Santa Monica, CA 90404

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As seen on:

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Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Wed, Dec 26, 2018 at 4:21 PM Raymond Pollum ████████████████ wrote:

Here you go. Ray

> *Each party hereby agrees to indemnify, defend, and hold the other party harmless from any and all third-party claims, demands, costs, liabilities, losses, expenses and damages (including reasonable attorneys' fees, costs, and expert witness fees) arising out of or in connection with a breach by the indemnifying party of any of its representations, warranties or covenants set forth in this agreement, but in no event shall the total indemnification paid under this clause by either party exceed $100,000.*

--

Raymond Pollum

Vice President of Neighborhood Sales

ring

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ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

4

On Wed, Dec 26, 2018 at 4:18 PM Adams, Theresa <Theresa.Adams@sdsheriff.org> wrote:

Thanks Ray. Can you send the other version as well.

Thanks!

theresa

From: Raymond Pollum ◀ ▇▇▇▇▇▇▇▇▇▇ ▶
Sent: Wednesday, December 26, 2018 1:29 PM
To: Adams, Theresa <Theresa.Adams@sdsheriff.org>
Cc: Stewart, Ryan <Ryan.Stewart@sdsheriff.org>
Subject: Re: FW: indemnity clause

Commander Adams, Hi and Merry Christmas to you too. Legal has provided two versions of a indemnity provisions that Ring can accept. The first calls for mutual indemnity which I've omitted in my response (I can provide if you'd like) . The second, Ring indemnifying SDCSO, is presented to you below. I hope your attorneys find it to be acceptable and this will allow us to move forward in providing San Diego County Sheriffs with access to Portal.

> *Ring hereby agrees to indemnify, defend, and hold the Agency harmless from any and all third-party claims, demands, costs, liabilities, losses, expenses and damages (including reasonable attorneys' fees, costs, and expert witness fees) (i) arising out of or in connection with a breach by Ring of any of its representations, warranties or covenants set forth in this agreement or (ii) based on a claim that the work performed or products provided hereunder by Ring constitutes intellectual property infringement, but in no event shall the total indemnification paid by Ring under this clause exceed $100,000.*

Please review with your team and let me know if I can be of any assistance.

Regards, Ray

--

Raymond Pollum

Vice President of Neighborhood Sales

ring

1523 26th St

Santa Monica, CA 90404

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Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Thu, Oct 18, 2018 at 3:30 PM Adams, Theresa <Theresa.Adams@sdsheriff.org> wrote:

Ray,

I finally got some feedback from SDSD Legal and County Counsel on the Ring MOU. Will the language below work for your company?

Thanks,
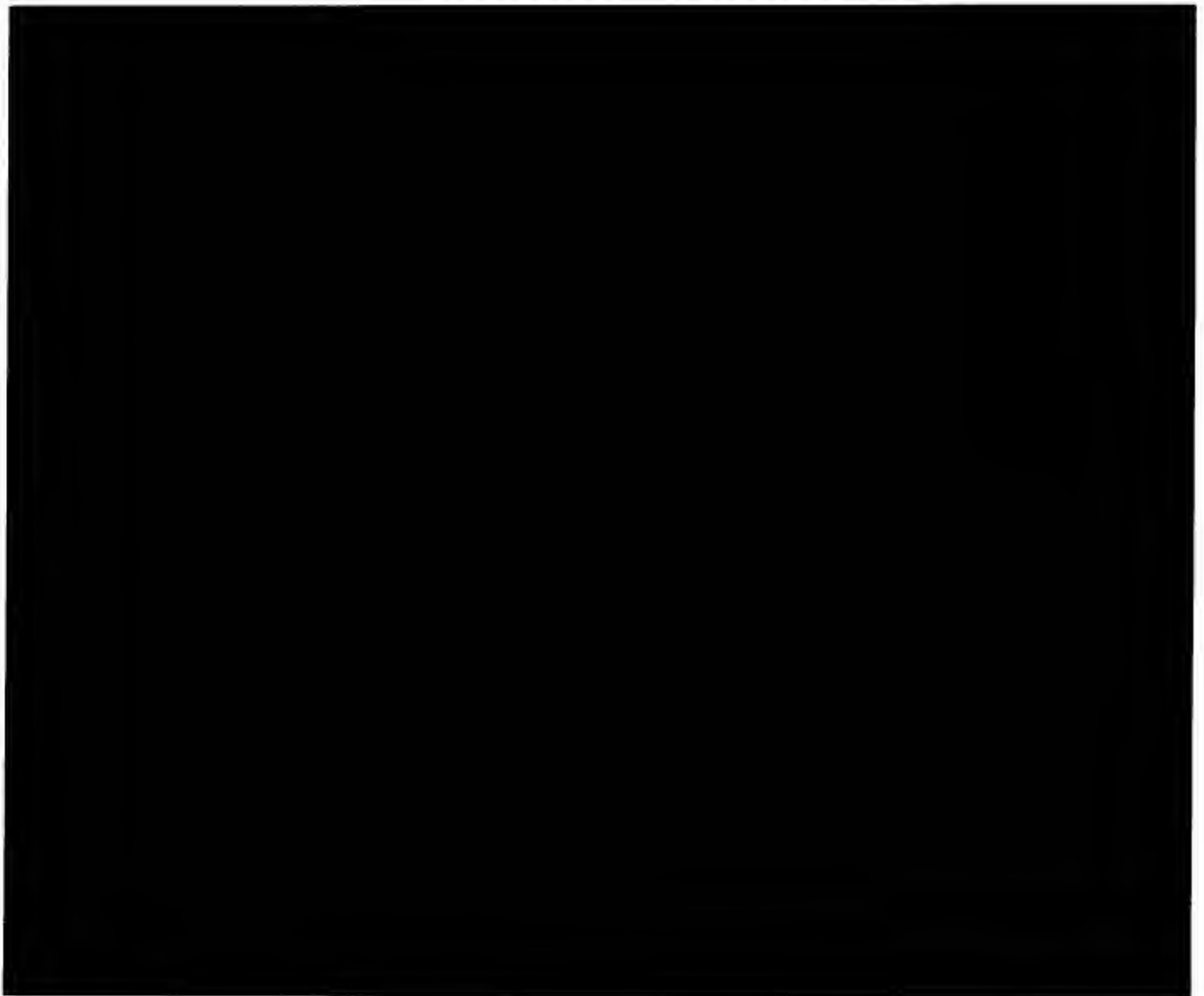
theresa

From:	Jordan, Brent
Sent:	Tuesday, May 14, 2019 10:11 AM
To:	Andrea Han
Subject:	Re: Portal Training Materials

Thanks! We moved the training to the 22nd but I will defiantly use these!!!

Sent from my iPad

On May 14, 2019, at 10:04 AM, Andrea Han ◄ ███████████ ► wrote:

> Hi Brent,
> Given that your training is tomorrow, I wanted to send you over a few resources you can use for training your analysts:
>
> 1) Best Practices on commenting on Portal
> 2) Comprehensive Portal Training Deck
> ■ Portal OB Deck-EMPD.pptx
> 3) Video Request Best Practices: #3 on this page (must be logged into Portal)
>
>
> --
> Thanks,
>
> Andrea Han
> Partner Success Manager
> c: ██████████

---

ring

1523 26th St.
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www.ring.com

Download the Neighbors App.
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1

--
Thanks,

Andrea Han
Partner Success Manager
c█████████

---

ring

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Join the new neighborhood watch.

See our agency success stories

From:	Andrea Han ◄ ███████ ►
Sent:	Friday, March 29, 2019 4:56 AM
To:	Adams, Theresa
Cc:	Rylaarsdam, Greg; Lopez, Ricardo; Brown, Dave; Shannon, Patrick; Taft, Herbert (Marshall); Duckworth, Jeff; Jones, Kenneth; Williams, Richard; Magana, Fred; Rand, Michael; Amos, Scott; Brislin, Daniel; Passalacqua, Fran; Stubkjaer, Karen; Blankenbaker, Damon; Gardner, Patrick; Smith Jr, Robert T; Cinnamo, Charles; Vickery, Jason; Hernandez, Martha; White, Justin; Moshirian Binderup, Nadia; Jordan, Brent; Turner, Hank; McNeill, Michael; Callewaert, Peter
Subject:	Re: Ring
Attachments:	Portal User Setup.xlsx

Hi Commander Adams and SDSD Portal Stakeholders,

Thank you for connecting with me on Wednesday! Just as Comd. Adams mentioned, here are the details around the Onboarding:

1. Onboarding

a) Date: Tuesday 4/16/19 at 10AM
Attendees: PIO, Existing social media users, RTCC, CID, analysts, general officers

b) Scheduling - I've sent over a calendar invite to everyone copied as a placeholder. Once confirmed, please send out your respective internal calendar invites to the team and copy myself.

> <u>Session 1</u>: **General Group @ 10am-11am**
> Attendees: PIO/social media users, community outreach team, etc.
> <u>Session 2</u>: **Investigations Group @ 11:30am-12:30am**
> Attendees: Investigators & analysts

2. Portal Requirements

a) Exclusive Demo Provisioning - Only the SDSD Portal Stakeholders (folks on this email) have been given access to the demo version of SDSD's Portal before the Onboarding. You are encouraged to familiarize yourself with Portal by clicking around the features but please do not comment, post or make video requests until we've announced our partnership on 4/16. You should've received an email from <u>no-reply@ring.com</u> with subject line: "You've been invited to join Ring Neighbors Portal". Please create a password and begin exploring on SDSD's Portal.

b) Account Provisioning - @Comd. Adams, attached is an Excel doc outlining what's needed to provision the rest of Portal users. Please add everyone that would potentially need an account and send it back my way before 4/9. Please note that accounts will NOT be provisioned until after the onboarding and that we will confirm the final provisioning list with you before doing so. Please let me know if you have any questions on this!

c) Browser Compatibility - Portal is compatible with Chrome only.

@Lt. White, both I and Morgan, our PR Coordinator, will be following up in a separate email with some additional items/asks that are specific to you so please keep an eye out for those as well.

Otherwise, thank you everyone again for your time and let me know if you have any further questions!

On Thu, Mar 28, 2019 at 8:43 PM Adams, Theresa <Theresa.Adams@sdsheriff.org> wrote:

Good Afternoon,

As many of you are aware, we are partnering with RING and their Neighbors Portal. This is a great community outreach platform as well as an investigative tool. This week several members of our Department met with Andrea Han of RING to implement our "onboarding process." Part of that "onboarding" includes an in-person training class for first responders and analysts who may use RING in their day to day operations. This will be a train the trainer type class, so the people you send will be responsible for getting your stations and units up to speed with RING.

The training will be on April 16th at Ridgehaven Training room 3 and will be divided into two parts. The first session will be at 1000 hours and the second session will be at 1130 hours. They will each be about an hour.

Station Captains and Substation Lieutenants:

Please identify one or two people from your stations who are most apt to use RING as a community outreach platform: (i.e. patrol deputy, COPPS deputy, SPO or CST member) for the first session from 1000-1100 hours.

Please identify one or two Detectives who are most apt to use RING for its investigative ability for the second session 1130-12030 hours. *This would also include detectives from SID, NGD and MCD.*

Martha, please send one or two Crime Prevention Specialists to the first session.

Brent, please send one or two Analysts to the second session.

Please send me the name of your representative for each session. Please call me with any questions.

Thanks,

Theresa

--
Thanks,

Andrea Han
Partner Success Manager

ring

Cell: ███████████
Orlando Police to use Ring doorbell security systems to fight crime

2

New Technology-Based Security System Replacing Neighborhood Crime Watch

View more agency success stories under "Share" in the new <u>**Neighbors Portal Resource Center**</u>

Last Price	Cost	Last	Tm	Price	Route No

Permission Type (user/admin)	Ability to Post Alerts (yes/no)	Ability to Send Video Request (yes/no)	Assigned Alert Zone (default/area name)

Rank/Title	First	Last	Email	Phone	Badge No

Permission Type (user/admin)	Ability to Post Alert (yes/no)	Ability to Send Video Request (yes/no)	Assigned Alert Zone (default/area name)

From:	Andrea Han <█████████████>
Sent:	Friday, June 07, 2019 3:46 PM
To:	Jordan, Brent; Adams, Theresa
Subject:	Ring @ NSA Conference

Hi Theresa, Hi Brent,

I wanted to let you know that the Ring Neighbors Portal Team will be attending the **2019 NSA Annual Conference** and we would love to connect with you there. We invite you to meet us at **booth #1006-1008** where you can network with fellow agencies who have also joined the **Neighbors Portal.**

Do you know any other agencies that could benefit from joining the free Neighbors Portal? We encourage you to bring them by our booth so we can connect with them. Since crime knows no jurisdiction, we can all make communities safer by working together. As an added bonus, you will receive a free Ring swag bag for any referrals you bring to our booth.

Event Hours
June 16 - 5:30PM-7:00PM
June 17 - 10:00AM-3:00PM
June 18 - 9:00AM-3:00PM
Ring Booth #1006-1008

Stay Safe,

Andrea Han

Partner Success Manager
c: █████████████

---

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Santa Monica, CA 90404
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

See our Law Enforcement Resolutions

1

From:	Steve Sebestyen <█████████████████>
Sent:	Wednesday, August 29, 2018 9:19 AM
To:	Stewart, Ryan
Cc:	Raymond Pollum; Adams, Theresa
Subject:	Re: Ring's Partnership With Tampa Police Leads to Arrest

Ryan, apologies for the lengthy email but this is a really interesting topic and aspect of our partnerships. The CAD content does not need to be in real-time; however, we certainly would like to get it as close to that as possible but understand the challenges that some agencies have with that. Most of our partner agencies provide CAD content between 10-30 minutes depending on a few factors, the primary concern of course being officer safety. Some agencies push in near real-time and others wait to validate the call-for-service (CFS). It's important to note that we work with each department to define what natures/incident types they want to expose and at what interval.

We ingest CAD data one of three ways:

1. Through our existing public safety partners (Motorola, Tritech, NC4 and others)
2. Direct through our law enforcement agency partners via an API
3. Through an already existing public source (such as Socrata Open Data Portal). For example, Dallas publishes in near real-time from here: https://www.dallasopendata.com/Public-Safety/Dallas-Police-Active-Calls/9fxf-t2tr/data and we scrap the data to make it more contextually relevant.

If the department is already using one of our partners it may be a viable path to the data ingest depending on the product(s) you may be using. We're even open to providing resources (development or funding) to exposing the data so that you, the public or any other vendor can benefit from it.

However, what's really important to remember is 2 things:

1. We work within your jurisdictional policies and comfort level. You define what you'd like to do.
2. The MOU doesn't state CAD data is a requirement but we'll work with you over the course of our partnership to figure out a viable way to accomplish this. If that means it's not immediately available and takes 6-12 months, we understand. Therefore, might I suggest not to remove it and instead keep it as a good faith effort?

Lastly, I want to articulate why we see value in the CAD data. There's 2 reasons, one immediately of value and the other in the not-so-distant future.

1. Exposing the CAD data (that we have documented in the PDF) for the Neighbors App helps enhanced the situational awareness of every resident and increases the likelihood of engagement and information sharing with law enforcement. And they only see CFS data that's in their hyper-local area of interest.
2. Currently, our cameras record based on motion alerts. However, we are working with interested agencies and cities to expand the device owners controls to allow for situations where a CFS event triggers recording within the proximity of an event. This opens up the possibility of real-time video sharing which many agencies have expressed an interest it. It's critical to note that we will always give our users complete control over this behavior and allow them to choose whether or not to participate in the process but it's an exciting one. Imagine a scenario where a 911 call for a home invasion automatically triggers all nearby neighborhood cameras to wake up and start recording/streaming to aid first responders and investigators.

Let us know if you'd like to have a call to dive into this topic a bit more but hopefully this provides you some much needed detail and context.

On Wed, Aug 29, 2018 at 10:58 AM Stewart, Ryan <Ryan.Stewart@sdsheriff.org> wrote:

Thanks Ray, much appreciated.

Steve,

I am looking at the handout and it states you basically you want an API hook in to our CAD system that pulls real time information for:

- Burglary

- Vehicle Break-in & Theft

- Robbery

- Shots Fired

- Shootings

- Stabbing

- Hostage

My question, does it have to be real time, going to be a real tough sale for me to get our CIO to let you do that, if it is an API hook in probably going to be a NO on this portion of the MOU and I will completely remove that.

Sincerely,

Ryan C. Stewart

San Diego County Sheriff's Department

Crime and Intelligence Manager

Ryan.stewart@sdsheriff.org

████████████Office

████████████Cell

From: Raymond Pollum ◄█████████████████████►
Sent: Wednesday, August 29, 2018 7:06 AM
To: Stewart, Ryan <Ryan.Stewart@sdsheriff.org>; Steve Sebestyen ◄█████████████████████►
Subject: Re: Ring's Partnership With Tampa Police Leads to Arrest

Great news Ryan, thank you!

Regarding CAD data, I've attached a PDF that explains in very basic terms what we are looking for. Essentially, there are a few categories out of many that we use to publish alerts in the Neighbors by Ring app. This includes vehicle break-ins, robbery, arson, shootings, etc; basic crime and safety data that is useful to keep our Neighbors safe. This is also generally already publicly available information as well.

As to wording in the MOU, we leave it intentionally vague to allow compliance. *"Make data available on a mutually agreed upon basis"* allows us to get started and to develop this part of the MOU in a way that is respectful of your requirements and meaningful for our purposes. If you would like to tighten up that statement, you are welcome to do so.

Lastly, I've copied my colleague Steve Sebestyen above. Steve is our Vice President of Business Development and a 20 year veteran in working with law enforcement. He is also our resident CAD expert and a great resource for these types of questions (and in general). I would be happy to arrange a call between you and Steve, or feel free to include him on any response.

Thanks again for all of your support in getting us to this point. We are looking forward to working with you and the San Diego Sheriff's in the near future.

Regards, Ray

On Tue, Aug 28, 2018 at 12:51 PM, Stewart, Ryan <Ryan.Stewart@sdsheriff.org> wrote:

Good Morning Ray,

Can I get the exact wording on what data/info you want from us so I can specifically include it on the MOU along with caveat that they will not sell or share it?

This is my last hurdle before I get the MOU sent up to legal for review.

Sincerely,

Ryan C. Stewart

San Diego County Sheriff's Department

Crime and Intelligence Manager

Ryan.stewart@sdsheriff.org

█████████ Office

█████████ Cell

From: Stewart, Ryan
Sent: Thursday, August 09, 2018 2:33 PM
To: ██████████████ ██████████████
Subject: RE: Ring's Partnership With Tampa Police Leads to Arrest

Good Afternoon Ray,

I just got higher command approval to move forward with this, so I will be forwarding the MOU on to our legal team.

I will keep you posted.

Sincerely,

Ryan C. Stewart

San Diego County Sheriff's Department

Crime and Intelligence Manager

Ryan.stewart@sdsheriff.org

████████████ Office

████████████ Cell

From: Raymond Pollum <████████████████>
Sent: Friday, July 27, 2018 10:16 AM
To: Stewart, Ryan <Ryan.Stewart@sdsheriff.org>
Subject: Ring's Partnership With Tampa Police Leads to Arrest

Hi Ryan,
Thanks to information gathered from the Neighbors App by Ring and the Neighbors Portal, The Tampa Police Department has arrested a suspect involved in a local grand theft case. Click here to watch the full story on WTFS or scroll down for a quick recap.
Tampa Police Credit App for Helping Catch Serial Porch Pirate

After a package was stolen from his porch, Chris, a doctor from Tampa, shared a video of the incident on the Neighbors app by Ring. This helped police realize that the suspect was involved in multiple cases throughout the community.
"Many of them had the same exact story to tell," said Tampa Police spokesman Steve Hegarty. "We realized, you know what, that's the guy in those other videos."
According to the Tampa Police Department, the video helped identify the suspect as Santiago Rodriguez of Tampa, who was later arrested on charges of grand theft.

4

"This is a classic example of law enforcement working closely with the public to make the city safer," said Tampa Police Department Chief Brian Dugan. "The Neighbors App makes it easier for residents to look out for one another in their own communities and for law enforcement to quickly identify and apprehend criminals."

With the help of the Neighbors App and their community, Chris and police were able to make their neighborhood safer for everyone. Thanks to real-time crime alerts and diligent teamwork among the community and police, Chris's neighborhood has one less criminal on the street.

Share Your Neighborhood Story!

Want to show other agencies how the Neighbors App is making a difference in your community? Reply to this email to share your story with us!

If you would no longer like to receive portal news click here to unsubscribe.

Thanks and stay safe,

Raymond Pollum

--

--

Raymond Pollum

Vice President of Neighborhood Sales

ring

1523 26th St

Santa Monica, CA 90404

ray@ring.com

███████ Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

--

Thanks and stay safe,

Steve Sebestyen
Head of Business Development and Public Safety Evangelist
IACP Member 2144486

ring

1523 26th St
Santa Monica, CA 90404

█████████

www.linkedin.com/in/stevesebestyen
www.twitter.com/in/stevesebestyen
Mobile: ████████████
As seen on:
LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime
Hollywood Police Joins Forces With Neighborhood Watch App
Tampa Police Credit App For Helping Catch Serial Porch Pirate
USA Today: Police say crime drops with video doorbell

From:	Steve Sebestyen ◄ ██████████████████ ►
Sent:	Thursday, August 30, 2018 9:06 AM
To:	Stewart, Ryan
Cc:	Adams, Theresa; Kakkad, Ashish; Raymond Pollum
Subject:	Re: Ring's Partnership With Tampa Police Leads to Arrest

Ryan, I absolutely understand your position and appreciate the candor. Data from TriTech will populate our Neighbors app as a feature we currently call Crime Summary. It'll show crime info within the user defined geofence as a aggregate overview. Kind of like a civilian role call. I think you'll agree it's pretty amazing to see concepts that have historically been relegated to law enforcement are finding innovative ways to make it into the public sphere. We believe it'll mutually beneficial everyone.

To be clear, because the TriTech data is delayed by hours civilians won't get the near real-time CAD data but we'll cross that bridge when the department is ready.

Thanks again for your input and be safe.

On Thu, Aug 30, 2018, 11:44 AM Stewart, Ryan <Ryan.Stewart@sdsheriff.org> wrote:

Good Morning Steve,

Thanks so much for the quick response and the details below, I certainly understand the partnership for the CAD and the importance of it on your end; however, as a department we have not made it a habit to publish our CAD data. As you know, CAD data can be somewhat ambiguous in the sense that just because a Call for Service came in about a certain type of crime does not necessarily mean it occurred, it is still a recorded event, but even amongst other LE agencies here in San Diego we don't share CAD data.

Problem is if we share it with Ring, then we have to share it with every other company out there that wants it, and that's not something were quite comfortable doing at this point. However, agency wide here in San Diego County we all have an agreed upon partnership with https://www.crimemapping.com/ that publishes verified crime data for the county. Since this is a Tri-Tech owned site, what's the possibility of Ring being able to Simply Scrape this site for the required data and use that as a means to enhance situational awareness. This is what many of our local NEWS agencies here in San Diego use and where we direct them to go to obtain the same situational awareness that Ring is asking for.

https://www.10news.com/

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Hot Sale Chiffon Tops For Women
Return

SPECIAL SECTIONS

1

If not, then will need to simply leave out the sharing of CAD data from the MOU and maybe in the future if we as a department begin to publish this openly to the public we can reengage on the conversation then.

Sincerely,

Ryan C. Stewart

San Diego County Sheriff's Department

Crime and Intelligence Manager

Ryan.stewart@sdsheriff.org

███████████ Office

███████████ Cell

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To: Stewart, Ryan <Ryan.Stewart@sdsheriff.org>
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Crime and Intelligence Manager

Ryan.stewart@sdsheriff.org

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██████████ Cell

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To: ████████████████████ ◄██████████████████████►
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Sent: Friday, July 27, 2018 10:16 AM
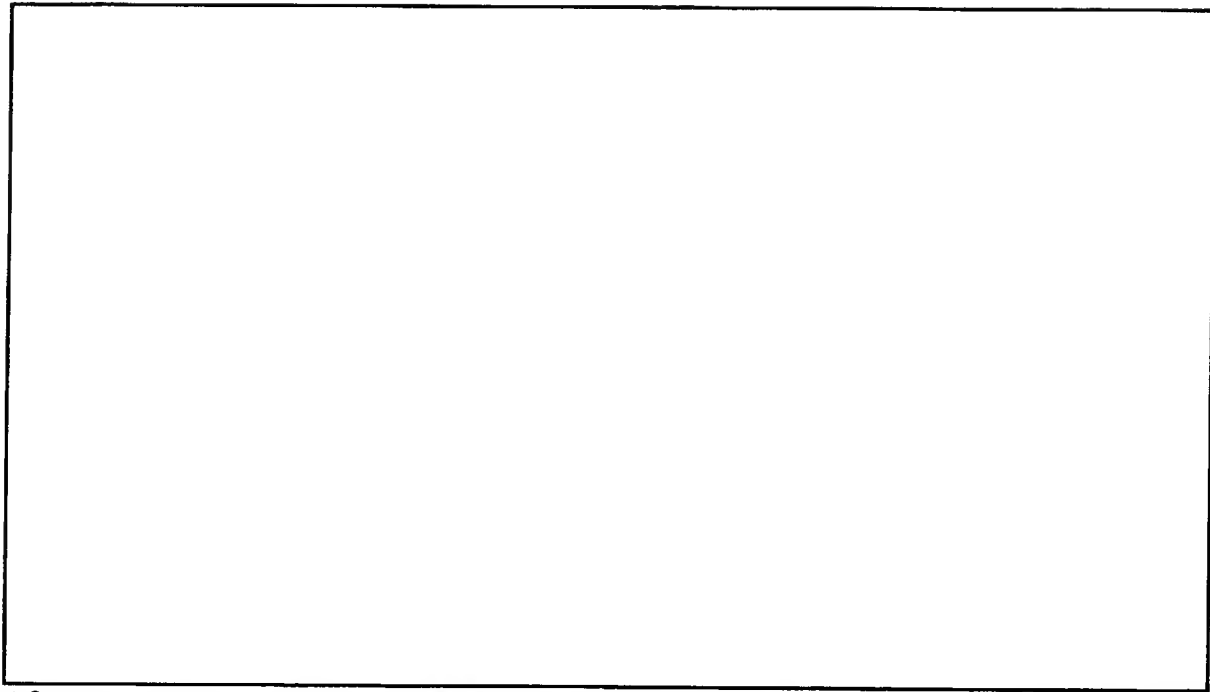**To:** Stewart, Ryan <Ryan.Stewart@sdsheriff.org>
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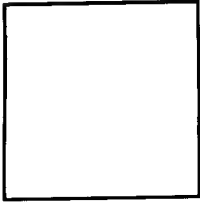
Thanks and stay safe,

Raymond Pollum

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Raymond Pollum

Vice President of Neighborhood Sales

1523 26th St

Santa Monica, CA 90404

███████

███████ Mobile

As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

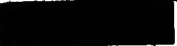Ring Partners With LAPD To Reduce Crime In Wilshire Park

--

Thanks and stay safe,

Steve Sebestyen
Head of Business Development and Public Safety Evangelist
IACP Member 2144486

1523 26th St
Santa Monica, CA 90404
███████

www.linkedin.com/in/stevesebestyen
www.twitter.com/in/stevesebestyen
Mobile: ███████
As seen on:

LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park

Cape Coral PD partners with Ring to crack down on crime

Orlando Police to use Ring doorbell security systems to fight crime

Hollywood Police Joins Forces With Neighborhood Watch App

Tampa Police Credit App For Helping Catch Serial Porch Pirate

USA Today: Police say crime drops with video doorbell

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Thanks and stay safe,

Steve Sebestyen
Head of Business Development and Public Safety Evangelist
IACP Member 2144486

ring

1523 26th St
Santa Monica, CA 90404

█████████

www.linkedin.com/in/stevesebestyen
www.twitter.com/in/stevesebestyen
Mobile: █████████
As seen on:
LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime
Hollywood Police Joins Forces With Neighborhood Watch App
Tampa Police Credit App For Helping Catch Serial Porch Pirate
USA Today: Police say crime drops with video doorbell

From:	Raymond Pollum ◄ ████████████████
Sent:	Thursday, June 28, 2018 10:25 AM
To:	Stewart, Ryan
Cc:	Adams, Theresa
Subject:	Re: Ring LE Portal Update
Attachments:	Ring - SDCSD MOU.docx

Here you go Ryan (see attached). Please take some time to review and feel free to use a redline to suggest any needed changes. Thanks again and sorry for the delay in getting this to you.

Ray

On Thu, Jun 28, 2018 at 10:10 AM, Stewart, Ryan <Ryan.Stewart@sdsheriff.org> wrote:

No problem,

Just send it my way, I will run it through my chain of command, provide it to Yosh, and our legal department for review and consideration and get back to you on this.

Sincerely,

Ryan C. Stewart

San Diego County Sheriff's Department

Crime and Intelligence Manager

Ryan.stewart@sdsheriff.org

████████████ Office

████████████ Cell

From: Raymond Pollum ◄ ████████████████ ►
Sent: Thursday, June 28, 2018 10:09 AM
To: Stewart, Ryan <Ryan.Stewart@sdsheriff.org>
Subject: Re: Ring LE Portal Update

Ryan, Going through my notes it doesn't appear that I provided the requisite MOU for your review. It's possible I had a colleague do it, but I don't see a record of that either.

Let me send you the MOU. If you think I should send a copy to Yosh, I'm happy to do so (or you can provide). Either way, let me know.

Sorry for the slip up on this. Not my usual standard. Ray

On Thu, Jun 28, 2018 at 10:04 AM, Stewart, Ryan <Ryan.Stewart@sdsheriff.org> wrote:

1

Good Afternoon Ray,

Absolutely still interested and I know Yosh is as well, but he is quiet busy and probably just on his radar for right now.

Remind me what you need from our end to start getting this to move in the right direction.

Sincerely,

Ryan C. Stewart

San Diego County Sheriff's Department

Crime and Intelligence Manager

Ryan.stewart@sdsheriff.org

███████████ Office

███████████ Cell

From: Raymond Pollum ███████████████████████
Sent: Thursday, June 28, 2018 9:30 AM
To: Stewart, Ryan <Ryan.Stewart@sdsheriff.org>
Subject: Ring LE Portal Update

Ryan, I'm following up on our meeting last month. As I may have told you at the time, we we're in the process of onboarding Florida agencies (now numbering over 30) and starting to target Texas (which is now is full swing). That said, I dont want to lose sight of our Southern California home turf and want to make sure that I am being responsive to any questions, comments or request from San Diego Sheriff's Department.

We do have a couple of smaller San Diego County Police Departments that have signed on, but I'm hoping we can onboard a large part of the county as one project.

Do you have any updates on progress toward working with us? If there is anything you need from me, always feel free to ask.

I look forward to hearing from you.

Regards, Ray

--

--

Raymond Pollum

Vice President of Neighborhood Sales

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Santa Monica, CA 90404

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As seen on:

Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor

Time Magazine's Top 10 Gadgets

The Truth About Daytime Burglaries

TechCrunch Product Review

ABC's Shark Tank (password: doorbot)

Ring Partners With LAPD To Reduce Crime In Wilshire Park

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--
Raymond Pollum
Vice President of Neighborhood Sales

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1523 26th St
Santa Monica, CA 90404

█████████ Mobile

From:	Raymond Pollum ◄ ████████████ ►
Sent:	Tuesday, April 09, 2019 5:56 PM
To:	Adams, Theresa
Subject:	Internal Reference

Commander Adams, I hope you're well and I hope the initial portal experience is working well too.

Quick question for you; if someone from SD Sheriffs contacts us, or for those that have contacted us in the past, can I provide your information as a primary POC?

If not, or if there is someone else you'd rather I use for that purpose, please let me know.

Thanks and please stay in touch if there is ever anything I can do to assist in any way.

Regards, Ray

Raymond Pollum

Head of Law Enforcement Partnerships

████████

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From:	Raymond Pollum < ▮▮▮▮▮▮▮▮▮ >
Sent:	Monday, March 25, 2019 5:58 PM
To:	Adams, Theresa
Cc:	Andrea Han
Subject:	Ring Onboarding - Wednesday March 27th - SDCSD

Commander Adams, Confirming Ring will be onsite at your facility on Wednesday at 1:00pm. As mentioned on our call, the purpose of this meeting will be to train the San Diego County Sheriff's Department on Rings LE Neighbors portal.

I want to explain the onboarding process and also introduce Andrea Han, SDCSD account manager, who will manage the training and the ongoing support for SDCSD going forward. Andrea is one of most senior account managers and will be an incredible resource for you and your colleagues as you ramp up your use of Portal.

The onboarding process is comprised of two parts:

1) POC Onboarding: Wednesday's session is focused on training key stakeholders. These stakeholders (defined below) will be provided logins to access portal. Then, during the training, Andrea will walk each one through how he/she, in his/her capacity, will use portal. This will include use case and best practices.

2) General Onboarding: Within 30 days of the initial onboarding, Andrea will schedule a second in-person training class to be conducted at your facility. The stakeholders who are trained during the initial onboarding will determine the audience for the general onboarding. While we don't limit the number of people who can attend the general onboarding, we've found that allowing the stakeholders to select an audience has proven effective in gathering the appropriate personnel.

Following are the stakeholders who are required to attend the initial training (with the caveat that some roles may be filled by the same person):

- **Investigative Leads** - will be trained on the investigative tools, including the video request feature, within Portal.
- **PIOs** - will lead the partnership announcement efforts that include a public press release that describes your participation in Neighbors.
- **Social Media** - will be in charge of Portal social media efforts
- **Community Outreach/HOA** - will lead Portal HOA and crime & safety groups programs that we offer
- **Catch All role** - will have the ability to comment on posted videos (suspicious activity, criminal acts, safety concerns, etc). Usually these roles are held by detectives, Community Resource Officers, SROs, right up to the Chief of Police.

Andrea will be onsite to conduct the initial training on Wednesday, March 27th at 1:00pm. She will be reaching out to you tomorrow to confirm address, attendee's, etc. If you need to reach her in the meantime, her contact information follows:

Andrea Han, Partner Success Manager
Phone: ▮▮▮▮▮▮▮
Email: on copy

1

Thank you again for your support on this project. I look forward to hearing success stories from San Diego as we work to reduce crime in the community.

Regards, Ray

--
Raymond Pollum
Head of Law Enforcement Partnerships

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Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor
Time Magazine's Top 10 Gadgets
The Truth About Daytime Burglaries
TechCrunch Product Review
ABC's Shark Tank (password: doorbot)
Ring Partners With LAPD To Reduce Crime In Wilshire Park

From:	Raymond Pollum < ██████████████
Sent:	Thursday, February 21, 2019 11:17 AM
To:	Adams, Theresa
Subject:	Re: Ring with San Diego Sheriff
Attachments:	Ring MOU - SDCSD 2-21-19.pdf

Commander Adams, Attached please find a signed MOU which, once executed, will provide San Diego County Sheriffs Department access to Neighbors by Ring LE Portal. Please sign and return. As soon as I receive it, I'll be in touch with next steps including the scheduling of the onboarding (training).

Thank you very much for your patience and support. I look forward to working with you.

Regards, Ray

--
Raymond Pollum
Vice President of Neighborhood Sales

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As seen on:
Fortune Magazine- Meet Ring, the connected doorbell company that just scored Richard Branson as an investor
Time Magazine's Top 10 Gadgets
The Truth About Daytime Burglaries
TechCrunch Product Review
ABC's Shark Tank (password: doorbot)
Ring Partners With LAPD To Reduce Crime In Wilshire Park

On Wed, Feb 20, 2019 at 2:51 PM Adams, Theresa <Theresa.Adams@sdsheriff.org> wrote:
Ray, I am happy to announce we are ready to move forward with a partnership with Ring. the last MOU was approved up to the Sheriff and with Sheriff Legal. If you send me a final MOU draft signed by your staff I will get it signed on our behalf.

I look forward to working with you.

Thanks,
Theresa

From:	Andrea Han <███████████>
Sent:	Monday, July 29, 2019 10:30 AM
To:	Jordan, Brent
Subject:	Re: Portal Training Materials

████████████ is inviting you to a scheduled Zoom meeting.

Topic: ████████████'s Personal Meeting Room

Join Zoom Meeting
https://ring.zoom.us/j/█████████

One tap mobile
+16468769923,████████# US (New York)
+16699006833,████████# US (San Jose)

Dial by your location
+1 646 876 9923 US (New York)
+1 669 900 6833 US (San Jose)
855 880 1246 US Toll-free
877 853 5257 US Toll-free
Meeting ID:████████
Find your local number: https://zoom.us/u/aRIcGNwy

Join by SIP
████████@zoomcrc.com

Join by H.323
162.255.37.11 (US West)
162.255.36.11 (US East)
221.122.88.195 (China)
115.114.131.7 (India)
213.19.144.110 (EMEA)
103.122.166.55 (Australia)
209.9.211.110 (Hong Kong)
64.211.144.160 (Brazil)
69.174.57.160 (Canada)
207.226.132.110 (Japan)
Meeting ID:████████

On Wed, Jul 24, 2019 at 11:16 AM Andrea Han <████████████> wrote:
Great, I'll give you a call at 10:30am. Thanks and look forward to chatting!

On Wed, Jul 24, 2019 at 10:58 AM Jordan, Brent <Brent.Jordan@sdsheriff.org> wrote:
Hi Andrea,

So been in and out of the office, so far the Ring Portal is starting to catch on after some training.

1

I would be available Monday for a quick chat, between 10-1100

Thanks,
Brent Jordan
Crime & Intelligence Analysis Manager
San Diego Sheriff Department
Cell: ███████████
Desk: ███████████

On Jul 19, 2019, at 11:45 AM, Andrea Han ◄███████████► wrote:

Hi Brent,

How are you? I wanted to check in with you since your last training. Do you have time for a quick chat today or on Monday?

On Tue, May 14, 2019 at 10:10 AM Jordan, Brent <Brent.Jordan@sdsheriff.org> wrote:
Thanks! We moved the training to the 22nd but I will defiantly use these!!!

Sent from my iPad

On May 14, 2019, at 10:04 AM, Andrea Han ◄███████████► wrote:

Hi Brent,
Given that your training is tomorrow, I wanted to send you over a few resources you can use for training your analysts:

1) Best Practices on commenting on Portal
2) Comprehensive Portal Training Deck
📄 **Portal OB Deck-EMPD.pptx**
3) Video Request Best Practices: #3 on this page (must be logged into Portal)

--
Thanks,

Andrea Han

Partner Success Manager
c: ███████████

_____

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2

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--
Thanks,

Andrea Han

Partner Success Manager
c: ▮▮▮▮▮▮▮

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Thanks,

Andrea Han

Partner Success Manager
c: ▮▮▮▮▮▮▮

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Thanks,

Andrea Han

Partner Success Manager
c: ███████

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Thanks,

Andrea Han
Partner Success Manager
c: ████████

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From:	Jordan, Brent
Sent:	Thursday, August 22, 2019 11:40 AM
To:	'Andrea Han'
Subject:	RE: Add Angela to Portal

Thanks Andrea!

Brent Jordan
Crime & Intelligence Analysis Manager
San Diego Sheriff Department
Cell: █████████
Desk: █████████

From: Andrea Han
Sent: Thursday, August 22, 2019 11:18 AM
To: Jordan, Brent
Cc: Tsuida, Angela
Subject: Add Angela to Portal

Hi Brent,

Angela Tsuida (cc'd) reached out yesterday about a case she's working on where the Video Request feature in Portal would be immensely helpful for her. Could you please add her to Portal ASAP? Ring team members like myself no longer have the ability to add law enforcement users to Portal. We feel that this privilege should only be given to Admin users like yourself.

To add her, go to the upper right hand corner under "Admin" and click "Add New User".

--
Thanks,

Andrea Han
Partner Success Manager
c: █████████

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From:	Andrea Han < ████████████ >
Sent:	Thursday, August 01, 2019 11:27 AM
To:	Jordan, Brent
Subject:	Portal Video Requests Report-All Time
Attachments:	custom_messages_by_officer.csv

Hi Brent,

As a follow up to our call attached is a report of all video requests sent by SDSD's portal users from the start of the partnership to now.

--
Thanks,

Andrea Han

Partner Success Manager
c: ████████

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Lomnicky, Amanda

Subject:	Updated invitation: SDSD // Ring Portal Check In @ Mon Jul 29, 2019 10:30am - 11am (PDT) (brent.jordan@sdsheriff.org)
Location:	Ring HQ-WaterGarden-1-Jack Bauer (5)
Start:	Mon 7/29/2019 10:30 AM
End:	Mon 7/29/2019 11:00 AM
Show Time As:	Tentative
Recurrence:	(none)
Organizer:	████████████

This event has been changed.
more details »

SDSD // Ring Portal Check In

When	Mon Jul 29, 2019 10:30am – 11am Pacific Time - Los Angeles
Where	Changed: Ring HQ-WaterGarden-1-Jack Bauer (5) (map)
Joining info	meet.google.com/████████
	Or dial. +1 314-666-1547 PIN: ████████#
Calendar	brent.jordan@sdsheriff.org
Who	████████████ - organizer
	•
	• brent.jordan@sdsheriff.org

Going (brent.jordan@sdsheriff.org)? **Yes** - **Maybe** - **No**   more options »
Invitation from Google Calendar

You are receiving this courtesy email at the account brent.jordan@sdsheriff.org because you are an attendee of this event.

To stop receiving future updates for this event, decline this event. Alternatively you can sign up for a Google account at https://imsva91-cto.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fwww.google.com%2fcalendar%2f&umid=44803BCF-8ED5-3A05-AD23-0C8967F14064&auth=196c2602d960fb8030dc914c5e6e602405a81921-87d8124671193f21d69af99566625b2f2a82a61 and control your notification settings for your entire calendar

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP Learn More

invite.ics

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From:	Raymond Pollum <██████████████>
Sent:	Friday, August 02, 2019 1:39 PM
To:	Glazewski, Dewayne; Adams, Theresa
Subject:	Re: Neighbor portal

Detective Glazewski, Thank you for the call today. My contact at SDCSD is Commander Theresa Adams. I spoke to her a few minutes ago and she would welcome a conversation.

Please email her at: Theresa.Adams@sdsheriff.org .

Good luck with your work and thank you for what you do. Ray

Raymond Pollum
Head of Law Enforcement Partnerships
██████████

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On Fri, Aug 2, 2019 at 11:09 AM Glazewski, Dewayne <██████@pd.sandiego.gov> wrote:
Hi Ray,

It was nice talking with you this morning. Here is my contact information. I look forward to working with you in the future. Thank you

Respectfully,

DeWayne Glazewski
1401 Broadway

1

San Diego, Ca. 92101
Robbery Unit
Office:
Cell: